Keller-Soft® Safety Audit Customizer®

User Manual

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Introduction to Keller-Soft Safety Audit Customizer

Welcome to the Keller-Soft® Safety Audit Customizer®. This program has been designed to assist you in auditing your safety programs.

From A to Z

Has your company complied with all applicable government regulations — or none at all? Most companies fall somewhere between these two extremes. As you probably know, an increasing number of regulations require site assessment, hazard analysis, workplace inspections, and equipment inspections. Therefore, prudent employers audit their facilities to protect their financial resources, worker safety and health, and reputations. Self-inspection is necessary if you are to discover where probable hazards exist and whether they are under control.

The only way you can be certain of what is actually taking place is for you to inspect the situation from time-to-time. This software is the tool for you to use to provide those ongoing facility audits in your workplace.

Benefits

Here are just some of the benefits of using the Keller-Soft® Safety Audit Customizer®:

- Quickly prepare audits using easy 1-2-3 steps.
- Be proactive in identifying and correcting problems in your safety program.
- Determine whether a safety plan was developed in compliance with all applicable government regulations and whether the facility is operating according to those stated plans.
- Consistently measure safety compliance.
- Ensure that your employees are working in the safest environment possible.
- Validate your efforts by viewing regulatory citations for audit questions.
- Track your audit history, including deficiencies and actions taken to correct them.

Customize already-written audits and more

The Safety Audit Customizer® includes the audit content and other features that dramatically simplify the auditing process. These features include:

- Over 240 already-written safety audit topics and 42 work area audits. These audits consist of more than 1,200 questions that are directly tied to 2,800 viewable regulatory citations.
- Four audit preparation methods. This significantly reduces the time it takes to prepare an audit. Includes Visi-Audit™ a graphical feature for building custom audits.
- Action recording of employees assigned to correct deficiencies or other tasks that need completion.
- The capability to track your audit results and history of deficiencies.
- Numerous report options including audit comparison reporting.
- Calendar for scheduling and tracking audit frequency.

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General Auditing Information

Review the following information in this section to learn more about the various aspects of Safety Auditing.

- Auditing tips and how to's
- Recordkeeping guidelines
- OSHA Plant Safety Audit Checklist Self-Inspection
- Safety and Health Management Program Voluntary Guidelines
- Four Point Safety Program
- Document your activities
- Establish and implement your plan

Auditing tips and how to's

Must you do a facility audit? Yes, an increasing number of regulations are requiring a site assessment, a hazard analysis, workplace inspections, and equipment inspections. For your own financial protection, for your worker's safety and health, and for the preservation of your good reputation, audit your facility.

Here are some common sense tips on how to perform a facility audit:

- Use a team approach.
- Rotate members of audit team; new eyes see different things.
- Be thorough; cover every nook and cranny in your facility.
- Be frequent; the day after an audit, unlabeled containers can reappear.
- Be comprehensive; overlooking little things can create big problems.
- Set up a system for corrective action after an audit.

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Recordkeeping guidelines

Here are some general auditing and recordkeeping guidelines to keep in mind. These are not mandatory requirements, rather common sense suggestions that may assist you in completing and maintaining the specific recordkeeping requirements explained in this section.

The need for good recordkeeping

Although recordkeeping presents industry with a heavy burden, it is a very important function of every company. During an OSHA or EPA inspection, records are necessary to show the good faith efforts of the company to comply with government standards. Records provide OSHA/EPA with the information regarding the amount of time that may be necessary to correct a violation.

Good, detailed records can be useful as evidence of actions taken by a company to train employees, inspect equipment, and to implement safe workplace practices. This information may help minimize or eliminate some court actions, saving the company both time and money, and perhaps, public embarrassment. Finally, accurate records will enable a company to make an efficient review of current safety and health activities to better control operations and to plan improvements.

A very common lament heard today is "We had a safety director who set up a number of safety programs, but he took a different job. He left behind very few records. We don't know what has been done, who has been trained, where we should we start?" Insisting on complete documentation for every step of safety compliance should prevent such situation.

Recordkeeping and/or reporting violations or fraud can subject you to the same sanctions as other OSHA violations.

Consider the mandatory recordkeeping requirements of OSHA as more than just a burden. Use the information in your self-auditing or self-inspection procedures to identify problems and improve workplace safety.

Essential records

Document your activities in all elements of the process safety program. Essential records, including those legally required for workers' compensation, insurance audits, and government inspections must be maintained as long as actual need exists. Keeping records of your activities is greatly encouraged and, in some instances, required by OSHA. Records can include:

- Policy statements,
- Training sessions for management and employees,
- Safety and health meetings held,
- Information distributed to employees, and
- Medical arrangements made.

Records should be legible

If there are handwritten notes in records, it is important to remember that the person making the notes may not be the person reading the notes later. The notation may only become important several years after the original recorder has left the company. This software will enable you to keep clear and accurate notes where necessary. You will also be able to reproduce them on demand.

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Records should be complete and up-to-date

Changes in processes or procedures, additional employee training, and other information relative to OSHA compliance should be reflected in company records as soon as possible.

Keep original information

Original information should never be removed from a file. This practice often results in incomplete files. Records are often lost or misplaced by end users or simply never returned to the master file. Establish a procedure that must be followed for obtaining file information in order to prevent lost records.

OSHA records on microfiche, magnetic tape, or computer

OSHA records may be kept on microfiche, magnetic tape, or computer. As long as the relevant OSHA information is always available during working hours and is retrievable upon demand, these are acceptable forms of record storage.

Keep duplicate hard copy of certain records in work areas

In situations where an employee may need the information to properly and safely perform his or her job (such as with written operating procedures) or where the information may be needed in the event of an emergency (such as with written chemical hazard information), it is advisable to keep a duplicate hard copy of the record in the appropriate work areas.

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OSHA Plant Safety Audit Checklist Self-Inspection

The most widely accepted way to identify hazards is to conduct safety and health inspections. The only way you can be certain of the actual situation is for you to look at it from time to time.

Self-Inspection of Your Business

Begin a program of self-inspection in your own workplace. Self-inspection is a necessity if you are to know where probable hazards exist and whether they are under control.

Create checklists

This software will customize and create checklists to help you in this fact-finding. The checklists will give you some indication of where you should act to make your business safer and more healthful for your employees.

Note: Applicable regulatory citations appear after most checklist Questions. These references are provided so that you may look up the actual wording or context for an Item in the regulations.

Add or Delete

These checklists are by no means entirely comprehensive. You may wish to add to them or delete portions that do not apply to your business. Consider carefully each Question as you come to it and then make your decision.

Overlook nothing

Don't spend time with Questions that obviously have no application to your business. Make sure you or your designee see each Item, and leave nothing to memory or chance. Write down what you see, or don't see, and what you think you should do about it. Enter this information in the Results entry section of the program.

The whole picture

When you have completed the checklists, add this material to your injury information, your employee information, and your process and equipment information. You will now possess facts that will help you determine what problems exist. Then, if you use the OSHA standards in your problem–solving process, it will be much easier for you to determine the action needed to solve these problems. Once the hazards have been identified, you can institute the control procedures.

Self-Inspection scope

The scope of your self-inspections should include the following:

- *Processing, Receiving, Shipping, and Storage* - equipment, job planning, layout, heights, floor loads, projection of materials, materials-handling, and storage methods.
- *Building and Grounds Conditions* - floors, walls, ceilings, exits, stairs, walkways, ramps, platforms, driveways, and aisles.
- *Housekeeping Program* - waste disposal, tools, objects, materials, leakage and spillage, cleaning methods, schedules, work areas, remote areas, and storage areas.
- *Electricity* - equipment, switches, breakers, fuses, switch-boxes, junctions, special fixtures, circuits, insulation, extensions, tools, motors, grounding, and NEC compliance.
- *Lighting* - type, intensity, controls, conditions, diffusion, location, and glare and shadow control.

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- *Heating and Ventilation* - type, effectiveness, temperature, humidity, controls, natural and artificial ventilation, and exhausting.
- *Machinery* - points of operation, flywheels, gears, shafts, pulleys, keyways, belts, couplings, sprockets, chains, frames, controls, lighting for tools and equipment, brakes, exhausting, feeding, oiling, adjusting, maintenance, lockout, grounding, work space, location, and purchasing standards.
- *Personnel* - training, experience, methods of checking machines before use, type clothing, personal protective equipment, use of guards, tool storage, work practices, and method of cleaning, oiling, or adjusting machinery.
- *Hand and Power Tools* - purchasing standards, inspection, storage, repair, types, maintenance, grounding, and use and handling.
- *Chemicals* - storage, handling, transportation, spills, disposals, amounts used, toxicity or other harmful effects, warning signs, supervision, training, and protective clothing and equipment.
- *Fire Prevention* - extinguishers, alarms, sprinklers, smoking rules, exits, personnel assigned, separation of flammable materials and dangerous operations, explosive-proof fixtures in hazardous locations, and waste disposal.
- *Maintenance* - regularity, effectiveness, training of personnel, materials and equipment used, records maintained, method of locking out machinery, and general methods.
- *Personal Protective Equipment* - type, size, maintenance, repair, storage, assignment of responsibility, purchasing methods, standards observed, training in care and use, rules of use, and method of assignment.

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Safety and health management program voluntary guidelines

On January 26, 1989, OSHA issued safety and health program management guidelines for use by employers to prevent occupational injuries and illnesses. The language in these guidelines is general so that it may apply broadly in general industry, shipyards, marine terminals, and longshoring activities regardless of the size, nature, or complexity of operations.

The guidelines consist of program elements that represent a distillation of applied safety and health management practices used by employers who are successful in protecting the safety and health of their employees. These program elements are advocated by many safety and health professionals and consultants.

They were strongly endorsed by individuals, corporations, professional associations, and labor representatives as a necessary, positive direction for an effective safety and health program.

- It Really Makes a Difference!
- The Guidelines
    - (a) General
    - (b) Major Elements
    - (c) Recommended Actions

It really makes a difference

OSHA has concluded that effective management of worker safety and health protection is a decisive factor in reducing the extent and severity of work-related injuries and illnesses. Effective management addresses all work-related hazards, including those potential hazards that could result from a change in worksite conditions or practices. It addresses hazards whether or not they are regulated by government standards.

OSHA has evaluated many worksites in its enforcement program. These evaluations have revealed a basic relationship between effective management of worker safety and health protection and a low incidence and severity of employee injuries. Such management also correlates with the elimination or adequate control of employee exposure to toxic substances and other unhealthful conditions.

There are many positive side effects from a strong safety and health program. Improved employee morale and productivity, as well as a significant reduction of workers' compensation costs and other less obvious costs of work-related injuries and illnesses are some of them. OSHA urges all employers to meet the following guidelines in a manner that addresses the specific operations and conditions of their worksites.

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The guidelines - (a) General

1. Employers are advised and encouraged to institute and maintain programs that provide systematic policies, procedures, and practices adequate to recognize and protect employees from occupational safety and health hazards.
2. An effective program includes provisions for the systematic identification, evaluation, and prevention or control of general workplace hazards, specific job hazards, and potential hazards that may arise from foreseeable conditions.
3. Although compliance with the law, including specific OSHA standards, is an important objective, an effective program looks beyond specific requirements of law to address all hazards. It will seek to prevent injuries and illnesses whether or not compliance is at issue.
4. The extent to which the program is "written" is less important than how effective it is in practice. As the size of a worksite or the complexity of a hazardous operation increases, the need for written guidance increases to ensure clear communication of policies and priorities and consistent and fair application of rules.

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(b) Major Elements

An effective occupational safety and health program will include the following elements:

1. Management commitment and employee involvements are complementary. Management commitment provides the motivating force and the resources for organizing and controlling activities within an organization. In an effective program, management regards worker safety and health as a fundamental value of the organization and applies its commitment to safety and health protection with as much vigor as to other organizational purposes. Employee involvement provides the means through which workers develop and/or express their own commitment to safety and health protection, for themselves and for their fellow workers.
2. Worksite analysis involves a variety of worksite examinations, to identify not only existing hazards but also conditions and operations in which changes might occur to create hazards.
3. Unawareness of a hazard that stems from failure to examine the worksite is a sure sign that safety and health policies and/or practices are ineffective. Effective management actively analyzes the work and worksite, to anticipate and prevent occurrences.
4. Hazard prevention and control are triggered by a determination that a hazard or potential hazard exists. Where feasible, prevent hazards by effective design of the job site or job. Where it is not feasible to eliminate them, control them to prevent unsafe and unhealthful exposure. Elimination or control is accomplished quickly, once a hazard or potential hazard is recognized.
5. Safety and health audit addresses the safety and health responsibilities of all personnel concerned with the site, whether salaried or hourly. It is often most effective when incorporated into other training about performance requirements and job practices. Its complexity depends on the size and complexity of the worksite, and the nature of the hazards and potential hazards at the site.

(c) Recommended Actions

1. **Management Commitment and Employee Involvement.** (i) Clearly state a worksite policy on safe and healthful work and working conditions. All personnel with responsibility at the site and personnel at other locations with responsibility for the site should understand the priority of safety and health protection in relation to other organizational values. (ii)Establish and communicate a clear goal for the safety and health program and objectives for meeting that goal. All members of the organization should understand the results desired and the measure planned for achieving them. (iii) Provide visible top management involvement in implementing the program, so that all will understand that management's commitment is serious. (iv) Encourage employee involvement in the structure and operation of the program and in decisions that affect their safety and health. If you do this, they will commit their insight and energy to achieving the safety and health program's goal and objectives. (v) Assign and communicate responsibility for all aspects of the program, so that managers, supervisors, and employees in all parts of the organization know what performance is expected. (vi) Provide adequate authority and resources to responsible parties, so that assigned responsibilities can be met. (vii) Hold managers, supervisors, and employees accountable for meeting their responsibilities, so those essential tasks will be performed. (viii) Review program operations at least annually to evaluate their success in meeting the goal and objectives. In that way, deficiencies can be identified and the objectives can be revised when they do not meet the goal of effective safety and health protection.
2. **Worksite Analysis.** Make certain that all hazards are identified:

    (A.) Conduct comprehensive baseline worksite surveys for safety and health and periodic comprehensive update surveys;

    (B.) Analyze planned and new facilities, processes and equipment; and

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(C.) Perform routine job hazard analyses.

(i) Provide for regular site safety and health inspections, so that new or previously missed hazards and failures in hazard controls are identified.

(ii) Additionally, so that employee insight and experience in safety and health protection may be utilized and employee concerns may be addressed, provide a reliable system for employees, without fear of reprisal, to notify management personnel about conditions that appear hazardous and to receive timely and appropriate responses, and encourage employees to use the system.

(iii) Provide for investigation of accidents and "near miss" incidents, so that their causes and means for their prevention are identified.

(iv) Analyze injury and illness trends over time, so those patterns with common causes can be identified and prevented.

3. **Hazard Prevention and Control**. So that all current and potential hazards, however detected, are corrected or controlled quickly, establish procedures for that purpose, using the following measures:

(A.) Engineering techniques where feasible and appropriate;

(B.) Procedures for safe work which are understood and followed by all affected parties, as a result of training, positive reinforcement, correction of unsafe performance, and, if necessary, enforcement through a clearly communicated disciplinary system

(C.) Provision of personal protective equipment; and

(D.) Administrative controls, such as reducing the duration of exposure

(E.) Provide for facility and equipment maintenance, so that hazardous breakdown is prevented. Plan and prepare for emergencies, and conduct training and drills as needed, so that the response of all parties to emergencies will be "second nature." Establish a medical program that includes availability of first aid on site and of physician and emergency medical care nearby, so that harm will be minimized if an injury or illness does occur.

4. **Safety and Health training**. (i) Ensure that all employees understand the hazards to which they may be exposed and how to prevent harm to themselves and others from exposure to these hazards. Do this to ensure that employees accept and follow established safety and health protections. So that supervisors will carry out their safety and responsibilities effectively, ensure that they understand those responsibilities and the reasons for them, including:

(A.) Analyzing the work under their supervision to identify unrecognized potential hazards;

(B.) Maintaining physical protections in their work areas; and

(C.) Reinforcing employee training on the nature of potential hazards in their work and on needed protective measures, through continual performance feedback and, if necessary, through enforcement of safe work practices. Ensure that managers understand their safety and health responsibilities, so that the managers will effectively carry out those responsibilities.

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Four point safety program

- Point One: Management Commitment and Employee Involvement
- Point Two: Worksite Analysis
- Point Three: Hazard Prevention and Control
- Point Four: Training for Employees, Supervisors, and Managers

Point one: Management commitment and employee involvement

As the owner or manager of a small business, your attitude towards job safety and health will be reflected by your employees. If you are not interested in preventing employee injury and illness, nobody else is likely to be.

At all times, demonstrate your personal concern for employee safety and health and the priority that you place on them in your workplace. Set your policy clearly. Only you can show its importance through your own actions.

Demonstrate to your employees the depth of your commitment by involving them in planning and carrying out your efforts. If you seriously involve your employees in identifying and resolving safety and health problems, they will commit their unique insights and energies to helping achieve the goal, and objectives of your program.

You should consider forming a joint employee-management safety committee. This can assist you in starting a program and will help maintain interest in the program once it is operating. Committees can be an excellent way of communicating safety and health information. If you have few employees, consider rotating them so that all can have an active part in the safety and health programming. The people who work for you are among the most valuable assets you have. Their safety, health and goodwill are essential to the success of your business. Having them cooperate with you in protecting their safety and health not only helps to keep them healthy - it makes your job easier.

As a small business employer you have inherent advantages, such as close contact with your employees, a specific acquaintance with the problems of the whole business, and usually a low worker turnover.

Probably you have already developed a personal relationship of loyalty and cooperation that can be built up very easily. These advantages may not only increase your concern for your employees but also may make it easier to get their help.

Here are some actions to take:

- Post your own policy on the importance of worker safety and health next to the OSHA workplace poster where all employees can see it.
- Hold a meeting with all your employees to communicate that policy to them and to discuss your objectives for safety and health for the rest of the year. (These objectives will result from the decisions you make about changes you think are needed after you finish reading this publication.)
- Make sure that support from the top is visible by taking an active part, personally, in the activities that are part of your safety and health program. For example, personally review all inspection and accident reports to ensure follow-up when needed.
- Ensure that you, your managers, and supervisors follow all safety requirements that employees must follow, even if you are only in their area briefly. If, for instance, you require a hard hat, safety glasses, and/or safety shoes in an area, wear them yourself when you are in that area.

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- Use your employees' special knowledge and help them buy into the program by having them make inspections, put on safety training and/or help to investigate accidents.
- Make clear assignments of responsibility for every part of the program that you develop. Make certain everyone understands them. The more people involved, the better. A good rule of thumb is to assign safety and health responsibilities in the same way you assign production responsibilities. Make it a special part of everyone's job to operate safely. That way, as you grow and disperse production responsibilities more widely, you will disperse safety and health responsibilities with them.
- Give those with responsibility enough people, on-the-clock time, training, money, and authority to get the job done.
- Don't forget it after you make assignments, make sure personally that they get the job done. Recognize and reward those who do well, and correct those who don't.
- Take time, at least annually, to review what you have accomplished against what you set as your objectives and decide if you need new objectives or program revisions to get where you want to be.

Point two: Worksite analysis

It is your responsibility to know what you have in your workplace that could hurt your workers. Worksite analysis is a group of processes that help you make sure that you know what you need to keep your workers safe. You may need help in getting started with these processes. You can call on your state Consultation Program for this help. Once you get everything set up, you or your employees can do many of them.

Here are some actions to take:

- Request a consultation visit from your state Consultation Program covering both safety and health to get a full survey of the hazards that exist in your workplace and those which could develop. (You can also contract for such services from expert private consultants if you prefer.)
- Set up a way to get expert help when you make changes, to be sure that the changes are not introducing new hazards into your workplace. Also, find ways to keep current on newly recognized hazards in your industry.
- Make an assignment (maybe to teams that include employees) to look carefully at each job from time to time. The teams should take each job apart step-by-step to see if there are any hidden hazards in the equipment or procedures. Some training may be necessary at the start.
- Set up a system of checking to make sure that your hazard controls haven't failed and that new hazards haven't appeared. This is usually done by routine self-inspections. Your state consultant can probably assist you to establish an effective system.
- Provide a way for your employees to let you or other members of management know when they see things that look harmful to them and encourage them to use it.
- Learn how to do a thorough investigation when things do go wrong and someone gets sick or hurt. This will help you find ways to prevent recurrences.
- Initially, take the time to look back over several years of injury or illness experience to identify patterns that can lead to further prevention. Thereafter, periodically look back over several months of experience to determine if any new patterns are developing.

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Point three: Hazard prevention and control

Once you know what your hazards and potential hazards are, you are ready to put in place the systems that prevent or control those hazards. Your state consultant can help you do this. Whenever possible, you will want to eliminate those hazards. Sometimes that can be accomplished through substitution of a less toxic material or through built in engineering controls. When you cannot eliminate hazards, set up systems to control them.

Here are some actions to take:

- Set up safe work procedures, considering the analysis of the hazards in your employees' jobs (discussed above), and make sure that the employees doing each job understand the procedures and follow them. This may be easier if employees are involved in the analysis that results in those procedures.
- Be ready, if necessary, to enforce the rules for safe work procedures by asking your employees to help you set up a disciplinary system that will be fair and understood by everyone.
- Where necessary to protect your employees, provide personal protective equipment (PPE) and be sure your employees know why they need it, how to use it and how to maintain it.
- Provide for regular equipment maintenance to prevent breakdowns that can create hazards.
- Plan for emergencies, including fire and natural disasters, and drill everyone frequently enough so that if the real thing happens, everyone will know what to do even under stressful conditions.
- Ask your state consultant to help you develop a medical program that fits your worksite and involves nearby doctors and emergency facilities. Invite these medical personnel to visit the plant before emergencies occur and help you plan the best way to avoid injuries and illness during emergency situations.
- You must ensure the ready availability of medical personnel for advice and consultation on matters of employee health. This does not mean that you must provide health care. If health problems develop in your workplace, you are expected to get medical help to treat them and their causes.

To fulfill the above requirements, consider the following:

- You should have an emergency medical procedure for handling injuries, transporting ill or injured workers and notifying medical facilities with a minimum of confusion. Posting emergency numbers is a good idea.
- Survey the medical facilities near your place of business and make arrangements for them to handle routine and emergency cases. Cooperative agreements could be made with nearby larger plants that have medical personnel and/or facilities on-site.
- You should have a procedure for reporting injuries and illnesses that is understood by all employees.
- If your business is remote from medical facilities, you are required to ensure that a person or persons be adequately trained and available to render first aid. Adequate first-aid supplies must be readily available for emergency use. Arrangements for this training can be made through your local Red Cross Chapter, your insurance carrier, your local safety council and others.
- You should check battery charging stations, maintenance operations, laboratories, heating and ventilating operations, and any corrosive materials areas to make sure you

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have the required eye wash facilities and showers.

- Consider retaining a local doctor or an occupational health nurse on a part-time or as-used basis to advise you in your medical and first aid planning.

Point four: Training for employees, supervisors, and managers

An effective accident prevention program requires proper job performance from everyone in the workplace. As an owner or manager, you must ensure that all employees know about the materials and equipment they work with, what known hazards are in the operation, and how you are controlling the hazards.

Each employee needs to know the following:

- No employee is expected to undertake a job until he or she has received job instructions on how to do it properly and has been authorized to perform that job.
- No employee should undertake a job that appears unsafe.

You may be able to combine safety and health training with other training that you do, depending upon the kinds of potential and existing hazards that you have. With training, the "proof is in the pudding" in that the result that you want is everyone knowing what they need to know to keep themselves and their fellow workers safe and healthy.

Here are some actions to take:

- Ask your state consultant to recommend training for your worksite. The consultant may be able to do some of the training while he or she is there.
- Make sure you have trained your employees on every potential hazard that they could be exposed to and how to protect themselves. Then verify that they really understand what you taught them.
- Pay particular attention to your new employees and to old employees who are moving to new jobs. Because they are learning new operations, they are more likely to get hurt.
- Make sure that you train your supervisors to know all the hazards that face the people they supervise and how to reinforce training with quick reminders and refreshers, and with disciplinary action, if necessary. Verify that they know what is expected of them.
- Make sure that you and your top management staff understand all of your responsibilities and how to hold subordinate supervisory employees accountable for theirs.

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Document your activities

Document your activities in all elements of the Four-Point Workplace Safety Program. Essential records, including those legally required for workers' compensation, insurance audits, and government inspections that must be maintained as long as the actual need exists. Keeping records of your activities, such as policy statements, training sessions for management and employees, safety and health meetings held, information distributed to employees, and medical arrangements made, is greatly encouraged. Maintaining essential records also will aid:

1. the demonstration of sound business management as supporting proof for credit applications, for showing "good faith" in reducing any proposed penalties from OSHA inspections, for insurance audits and others; and
2. the efficient review of your current safety and health activities for better control of your operations and to plan improvements.

Safety and health recordkeeping

Records of sales, costs, profits, and losses are essential to all successful businesses. They enable the owner or manager to learn from experience and to make corrections for future operations. Records of accidents, related injuries, illnesses and property losses can serve the same purpose, if they are used the same way. The sole purpose of OSHA recordkeeping is to store factual information about certain accidents that have happened. When the facts are determined, causes can often be identified, and control procedures can be instituted to prevent a similar occurrence from happening.

Injury/illness records

There are injury/illness recordkeeping requirements under OSHA that require a minimum of paperwork. These records will provide you with one measure for evaluating the success of your safety and health activities. Success would generally mean a lack of, or a reduced number of, employee injuries or illnesses during a calendar year.

There are five important steps required by the OSHA recordkeeping system:

1. Obtain a report on every injury requiring medical treatment (other than first aid).
2. Record each injury on the OSHA 300 Log according to the instructions provided.
3. Prepare a supplementary record of occupational injuries and illnesses for recordable cases either on OSHA 301 Incident Report or on workers' compensation reports giving the same information.
4. Every year, prepare the annual summary on the OSHA 300A form; post it no later than February 1, and keep it posted until March 1. (Next to the OSHA workplace poster is a good place to post it.)
5. Retain these records for at least five years.

During the year, periodically review the records to see where injuries are occurring. Look for any patterns or repeat situations. These records can help you to identify those high-risk areas to which you should direct your immediate attention.

Since the basic OSHA records include only injuries and illnesses, you might consider expanding your own system to include all incidents. You could include those where no injury or illness resulted, if you think such information would assist you in pinpointing unsafe conditions and/or procedures. Safety councils, insurance carriers and others can assist you in instituting such a system.

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Injury/illness recordkeeping makes sense, and we recommend this practice to all employers. You are not required to keep records under the OSHA injury/illness recordkeeping system if you employ 10 or fewer employees, however.

Regardless of the number of employees you have, you may be selected by the Federal Bureau of Labor Statistics (BLS) or a related state agency for inclusion in an annual sample survey. You will receive a letter directly from the agency with instructions, if you are selected.

Exposure records and others

The injury/illness records may not be the only records you will need to maintain. Certain OSHA standards that deal with toxic substances and hazardous exposures require records on the exposure of employees, physical examination reports, employment records, etc.

As you work on identifying hazards, you will be able to determine whether these requirements apply to your situation on a case-by-case basis.

Start your voluntary activity

You can use this basic action plan to get started on your program.

To avoid confusion, we need to explain that this action plan is not organized solely in the order of the four points we described earlier. Rather, it provides the most direct route to getting yourself organized to complete your Four-Point Program.

Decide to start now

The time to start your safety and health program is now. You have a better picture of what constitutes a good safety and health program. Now you can address the practical concerns of putting these elements together and coming up with a program to suit your workplace.

Presumably you have been taking notes for your action plan as you went through the preceding description of the Four-Point Program. You should be ready now to decide exactly what you want to accomplish, and to determine what steps are necessary to achieve your goals. Then you will plan out how and when each step will be done, and who will do it.

Your plan should consider your company’s immediate needs, and provide for ongoing, "long-lasting" worker protection. Once your plan is designed, it is important to follow through and use it in the workplace. You will then have a program to anticipate, identify and eliminate conditions or practices that could result in injuries and illnesses.

If you have difficulty in deciding where to begin, a phone call to your state consultation program will get you the assistance you need. A state consultant will survey your workplace for existing or potential hazards. Then, if you request it, he or she will determine what you need to make your safety and health program effective. The consultant will work with you to develop a plan for making these improvements, and to establish procedures for making sure that your program stays effective.

Whether you choose to work with a consultant or to develop your program yourself, there are other publications similar to this (available from a state consultation program or from OSHA). These publications spell out in greater detail the steps you can take to create an effective safety and health program for your workplace. The rewards for your efforts will be a workplace with a high level of efficiency and productivity, and a low level of loss and injury.

Designate responsibility

You must decide who in your company is the most appropriate person to manage your safety and health program. Who can be sure that the program will become an integral part of the business? In many cases it will be you, the owner. Sometimes it will be the plant manager or a key supervisor. It could even be an engineer, personnel specialist or other staff member.

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Whoever you choose should be as committed to workplace safety and health as you are. They should have the time to devote to developing and managing the program, and should be willing to take on the responsibility and accountability that goes with operating an effective program. The success of your program hinges on the success of the individual you choose, and he or she cannot succeed without your full cooperation and support. Remember, though, that even when you appoint someone as your safety manager and delegate the authority to manage the program, the ultimate responsibility for safety and health in your workplace rests on you.

Having made your selection of a safety and health manager, you or your designee and any others you choose will need to take (or be sure you have already taken) the following actions.

Get some help on the details

First, you may need to catch up with all the changes made since the OSH Act became law in December 1970. For example, the federal law contains provisions for allowing a state to develop and operate its own occupational safety and health program in place of the federal OSHA program. It is possible that the regulatory aspect of the law (setting of mandatory minimum standards and conducting inspections of workplaces) is now being operated by your state government. You need to know which level of government has current jurisdiction over your establishment. If you are not sure of this, call the nearest OSHA Area Office to find the information.

Second, you will need certain federal OSHA publications (or comparable state publications) for use in your safety and health activities:

1. *OSHA workplace poster (Job Safety and Health Protection)* - You must have the federal or state OSHA poster displayed in your workplace.
2. *Standards that apply to your operations* - You need these standards for reference material in your business. These are the regulations OSHA uses when inspecting for compliance with the Act. These standards are the baseline for your own inspections and are useful in determining what specific changes need to be made when hazards are identified. Most businesses come under OSHA's General Industry Standards, but if you are involved with construction or maritime operations you will need the standards that apply to these classifications. (In states with OSHA programs, use the appropriate state standards.)
3. *Recordkeeping Requirements and the necessary forms* - You need these if you have 11 or more employees. These forms are not very different from other information forms you have been keeping for workers' compensation and other records.
4. *Occupational Safety and Health Act* - You may want this for your own information and reference in the future.

Clean up your place of business

Poor housekeeping is a major contributor to low morale and sloppy work in general, even if it is not usually the cause of major accidents. Most safety action programs start with an intensive clean-up campaign. This campaign should cover all areas of the business.

Get rid of rubbish that has collected; make sure proper containers are provided. See that flammables are properly stored; make sure that exits are not blocked. If necessary, mark aisles and passageways; provide adequate lighting; etc. Get everyone involved and impress upon them exactly what it is you want to do to make your workplace safer, more healthful, and more efficient.

Gather specific facts about your situation

Before you make any changes in your safety and health operations, you should gather as much information as possible about the current conditions at your workplace. Check business practices

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that are already part of your safety and health program. This information can help you identify any workplace problems and see what's involved in solving them.

The assessment of your workplace should be conducted by the person responsible for the safety and health program and/or a professional safety and health consultant. It consists of two major activities.

The first is a comprehensive safety and health survey of your entire facility, designed to identify any existing or potential safety and health hazards. This initial survey should focus on evaluating workplace conditions with respect to safety and health regulations and generally recognized safe and healthful work practices. It should include checking on the use of any hazardous materials, observing employee work habits and practices, and discussing safety and health problems with employees.

The second major activity is an assessment of your existing safety and health program to identify areas that may be working well and those that may need improvement. You will want to gather together as much information as you can that relates to the safety and health management of your workplace. You should include the following in this review:

Safety and Health Activities - Examine current ongoing activities as well as those tried previously, company policy statements, rules (both work and safety), guidelines for proper work practices and procedures and records of training programs.

Equipment - Make a list of your major equipment, principal operations and the locations of each of them. Special attention should be given to inspection schedules, maintenance activities and plant and office layouts.

Employees' Capabilities - Make an alphabetical list of all employees, showing the date they were hired, what their jobs are and what experience and training they have had. Special attention should be given to new employees and to employees with handicaps.

Accident and Injury/Illness History - Take a look at your first-aid cases, workers' compensation insurance payments, and workers' compensation awards, if any. Review any losses. Determine how your insurance rate compares with others in your group. Special attention should be given to recurring accidents, types of injuries, etc.

With whatever facts you have been able to assemble, take a quick look to see if any major problem areas can be identified. You would be looking for such things as interruptions in your normal operations, too many employees taking too much time off, too many damaged products, etc. General assistance in this kind of problem identification can often be obtained from compensation carriers, local safety councils, state agencies, your major suppliers and even, perhaps, a competitor.

If there is a major problem, see what can be done to solve it. Once a problem is identified, you can work on the corrective action or a plan for controlling the problem. Take immediate action at this point and make a record of what you have done. Don't become excessively involved in looking for major problem areas during this fact-finding stage. Remember that no one hazardous situation causes all of your safety and health problems. Therefore, it is likely that no single action will greatly improve your safety and health program.

If you have found no major problem at this point, don't stop here. Now it is time to develop a comprehensive safety and health program that meets your needs and those of your employees. This will make it more difficult for major problems to crop up in the future.

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Establish and implement your plan

The success of any workplace safety and health program depends on careful planning. This means that you have taken time to think through what you want to accomplish, and you may even have a general idea of what it will take to accomplish your goals. Considering that, you can design a step-by-step process that will take you from the idea stage to having a fully effective operation.

The most effective way to create the safest possible workplace for you and your employees is to institute the Four-Point Program discussed elsewhere.

Establish your Management Commitment and work to Involve Your Employees. No Safety and Health Program will work, especially in the long term, without this commitment and involvement. You should have already taken the first step by designating the person who will be responsible for your program.

Be certain that your employees are as widely involved in the program as possible from the beginning. They are the people most in contact with the potential and actual safety and health hazards at your worksite. They will have constructive input into the development of your safety and health program. Its ultimate success will depend upon their support - support that will be more forthcoming for a program in which they have had meaningful input.

Make sure your program assigns responsibility and accountability to all employees in your organization. A good safety and health program makes it clear that each and every employee from you through the supervisory levels to the line worker is responsible for his or her part of the program. You will make their safety and health duties clear and each of them will be held accountable for his or her safety and health related duties.

Establish and regularly conduct your Worksite Analysis. You cannot have a successful Safety and Health Program if it has not identified all the hazards and potential hazards present in your workplace. This is an ongoing process that includes routine self-inspections if you are to know where probable hazards exist and whether or not they are under control.

Create the systems and procedures necessary to Prevent and Control the Hazards that have been identified through your worksite analysis. These control procedures will be your basic means for preventing accidents. The OSHA standards that have been promulgated can be of great assistance to you since they address controls in order of effectiveness and preference. Where no standard exists, creative problem solving and consultant resources should help you create effective controls. The basic formula OSHA follows is listed below, in order of preference:

1. Eliminating the hazard from the machine, the method, the material, or the plant structure.
2. Personal protective equipment for protecting employees against the hazard.
3. Be sure to establish and provide ongoing training for Employees, Supervisors, and Managers. This should ensure that everyone at your worksite knows about the hazards that exist and how to control them.
4. Each of these points is crucial if you want to establish a safe and healthy workplace for you and your employees. They also work together to reinforce each other, thereby making it more difficult for accidents to occur and for work-related health problems to develop.

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Develop and implement your action plan

Develop an action plan to help you build your safety and health program around the four points discussed above. It can serve as a "road map" to get your program from where it is now to where you want it to be. It tells you what has to be done, the logical order in which to do it, who is responsible, and perhaps most important, where you want to be when you finish. It is a specific description of problems and solutions, but it is not ironclad - it can and should be changed to correspond with changes in the workplace.

A good action plan has two parts:

1. An overall list of the major changes or improvements is needed to make your safety and health program effective. Assign each Item a priority and a target date for completion, and identify the person who will monitor or direct each action.
2. A specific plan describes how to implement each major change or improvement. Here, you would write out what you wanted to accomplish, the steps required, who would be assigned to do what, and when you plan to be finished. This part of the action plan will help you keep track of program improvements so that details do not slip through the cracks. When several improvements are being made at once, it is easy to overlook something that may be an important prerequisite for your next action.

Once the plan has been established, you must begin putting it into action. This begins with the Item that has been assigned the highest priority. Check to make sure it is realistic and manageable, then address the steps you have written out for that Item. This detailed description of the steps required will help you keep track of the development that is taking place. Keep in mind that you can, of course, work on more than one Item at a time, and that the priorities may change as other needs are identified or as your company’s resources change.

Open communication with your employees is crucial to the success of your efforts. Their cooperation depends on understanding what the safety and health program is all about, why it is important to them, and how it affects their work. The more you do to involve them in the changes you are making, the smoother your transition will be.

By putting your action plan into operation at your workplace, you will have taken a major step toward having an effective safety and health program. Remember that a safety and health program is a plan put into practice. You can keep your program on track by periodically checking its progress and by calling on a state consultant when you need assistance.

Any good management system requires a periodic review to make sure that the system is operating as intended. Every so often (quarterly, semi-annually, or annually) you should take a careful look at each critical component in your safety and health program to determine what is working well and what changes are needed. Your consultant can assist you in this area as well. When you identify improvements that should be made, you have the basis for new safety and health objectives for the coming year. Developing new action plans for those improvements will help you to continue to progress toward an effective safety and health program. That, in turn, will reduce your safety and health risks and increase efficiency and profit.

Remember, however, that it is also important to document your activities. The only way you can evaluate the success of your safety and health program is to have the documentation available to tell you what you have done. Then assess how it has worked and look for guidance on how you can make it work even better.

Technical assistance may be available to you as a small business owner or manager through your insurance carrier, other business owners, or suppliers of your durable equipment and raw materials. Other sources are the local safety council and many local, state and federal agencies, including the state consultation programs and OSHA Area Offices. You may even find help in the yellow pages of your telephone directory that will give you the names of many companies that specialize in Questions and services relating to safety, health, and fire prevention.

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Establishing a quality Safety and Health Program at your place of business will take some time and involve some resources. However, you should be pleasantly surprised with the results. You will have happier employees because they will know you are committed to their safety and health on the job. You will probably save money through increased productivity and reduced workers' compensation insurance costs. You will find increased respect in your community. The rewards you receive will surely exceed the cost of your investment.

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Using the Safety Audit Customizer

The Safety Audit Customizer® is designed around these three basic phases of auditing. These phases are:

- **Prepare** your audit using one of four Auditing Features (Quick-Start Audit, Workplace Safety or Construction Custom Audit, Special Audits and Visi-Audit™), then print your checksheets.
- **Audit** by entering responses to checksheet questions then print your results as well as any required follow-up actions. You can perform audits using a PDA. This product includes a Safety Audit application for the Palm OS® and another application for Windows CE/Pocket PC devices.
- **Analyze** your results by reviewing numerous report outputs and deficiencies (determined by "No" responses to checklist questions). Compare audit results too.

In addition there are some administration features such as using the calendar to schedule future audits and check the frequency of audits, entering names and addresses for multiple facilities/locations, and entering auditor and employee information for task assignment purposes.

The big benefit of the Safety Audit Customizer® is that it already includes over 280 fully-customizable audits (made up of over 1,200 questions) — the only incomplete sections are those into which you must enter your company's specific information.

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Getting Started

Before you prepare your first audit using the Safety Audit Customizer®, you must enter your company and location information. This must be done because your audits are prepared for specific locations whether those locations are areas within your facility or other company locations.

Also, if you want to assign auditors and tasks or actions to specific employees, you'll want to enter employee information before entering audit results.

Once you've done this, you are ready to prepare your first audit.

Version 7 significant improvements

Now compatible with handheld computers – Do you use a handheld computer which runs Palm OS® ? Do you have a handheld computer running a Windows® CE/Pocket PC operating system? The Keller-Soft® Safety Audit Customizer® can save you even more time by loading checklists onto your handheld computer so that you can conduct paperless audits on site, and then load them back into your desktop computer for analysis and reporting.

Rating system – You can "rate" each individual checklist item, then generate reports based on those ratings. Use this information to compare audits by date, area within a facility, or facility location.

A new interface that's much more user-friendly. Sorting ability, and additional topics, forms and checklists.

- A Construction focus has been added to the Custom Audit function.
- Includes more audit topics than the previous version.

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Auditing Features (preparation)

Four methods of audit preparation

Quick-Start Audit – A quick and easy process for preparing simple audits. You simply select from any of the 76 pre-written work area audits and print.

Custom Audit – "You build it" based on audit questions for more than 240 topics or over 70 work areas. Simply select what you want to include and print. In addition, you can customize the checklist questions to meet your specific needs.

Hazard Awareness Audit – Audit using a pre-written audit of general hazards that apply to almost every workplace.

Visi-Audit – Prepare your audit by clicking graphic representations of many workplaces with hazards, then select related topics to include in your audit.

Quick-Start Audit

Using Quick-Start Audit

The Quick-Start Audit is a quick and easy process for preparing simple audits. You simply select from any of the 76 pre-written work area audits and print.

1. Click the 'Quick-Start Audit' icon on the Home window or select View → Quick Start Audit.

   The 'Quick Start Audit' window displays. The steps to create your custom audit are shown.

2. Complete the three steps displayed in the window to prepare your Quick-Start Audit.
3. To return to the Home window, click the Return button.

Workplace Safety and Construction Audits

Creating custom audits

There are three methods you can use to create custom audits. Two are available from the 'Custom Audit' feature and the other is Visi-Audit.

The Custom Audit feature allows you to create a custom audit by work area or topic. Visi-Audit uses a graphical approach to create custom audits.

Creating a custom audit by work area

You can create a custom audit using one of 76 already-written work area audits**.** Simply select what you want to include and print. In addition, you can add and customize work area topics and checklist questions to meet your specific needs.

1. Click the 'Workplace Safety Audits or Construction Audits' icon in the Home window or select View → Custom Audit.

   The Custom Audit menu window displays.

2. Click the first arrow button on the menu.

   The 'Add Work Areas' window displays. Each box in the window is numbered to represent the steps you need to complete to create your custom audit.

   Note: Each work area audit includes topics or areas where hazards generally occur. For each topic, several audit questions are already-written.

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3. Select work area(s) and click ‘OK". Then select each topic in a work area and customize the questions for that area.
4. You may further customize your audit from this window:
   - Add a new topic to a selected work area by clicking on the ‘Add’ button.
   - Remove a topic from a selected work area by clicking the ‘Remove’ button.
   - Add questions to a selected work area topic.
   - Change a selected question by clicking on the ‘Edit’ button.
   - Remove a selected question by clicking on the ‘Remove’ button.
   - Resequence Work Areas, Topics within a Work Area, or Questions within a Work Area Topic by selecting the item you want to resequence and clicking the appropriate upward or downward pointing arrow button.
   - Check the spelling of questions you added or modified by clicking the ‘Spelling’ button.
   - View federal regulations for each of the already-written questions by clicking in the ‘Show Regs’ checkbox.
   - View the checksheet questions as they would be printed by choosing the ‘Preview’ button.
   - Print the checksheet questions to use to perform an audit by choosing the ‘Print’ button.
5. When you have customized all of the appropriate information, click ‘Save’ and the Audit Name dialog box displays.
6. Type a name for your audit, then click ‘OK’. The name can be up to 40 characters but can’t include special characters such as ! @ # $ % ^ & * ( ).

   Click ‘Return’ to return to the Home window.

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Creating a custom audit by topic

You can create a custom audit using one or more of the over 200 already-written audit topics**.** Simply select what you want to include and print. In addition, you can add and customize topics and checklist questions to meet your specific needs.

1. Click the 'Custom Audit' icon on the Home window or select View → Custom Audit.

   The Custom Audit menu window displays.

2. Click the '2' button on the menu.

   The 'Create an Audit Using Topics' window displays. Each box in the window is numbered to represent the steps you need to complete to create your custom audit.

3. Select topics, then customize the questions for that area.

4. You may further customize your audit from this window:

   - Add a new topic by clicking on the 'Add Topic' button.
   - Remove a selected topic by clicking the 'Remove Topic' button.
   - Add questions to a selected topic.
   - Change a selected question by clicking on the 'Edit Question' button.
   - Remove a selected question by clicking on the 'Remove Question' button.
   - Resequence topics and questions by selecting the item you want to resequence and clicking the appropriate upward or downward pointing arrow buttons.
   - Check the spelling of questions you added or modified by clicking the 'Spelling' button.
   - View federal regulations for each of the already-written questions by clicking in the 'Show Regs' checkbox.
   - View the checksheet questions as they would be printed by choosing the 'Preview' button.
   - Print the checksheet questions to use to perform an audit by choosing the 'Print' button.

5. When you have customized all of the appropriate information, click 'Save' and the Audit Name dialog box displays.

6. Type a name for your audit, then click 'OK'. The name can be up to 40 characters by can't include special characters such as ! @ # $ % ^ & * ( ).

   Click 'Return' to return to the Home window.

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Creating a new audit based on an existing audit

If you create a custom audit and want to customize a copy of it to use for another purpose or location, you can do this by first displaying the existing audit and then saving it using a different name.

1. Click the ‘Custom Audit’ icon on the Home window or select View → Custom Audit.

   The Custom Audit menu window displays.

2. Click the ‘3’ button on the menu.

   The ‘Customize an Audit you previously named or saved’ window displays.

3. Select the audit you want to use as the foundation of your new audit.
4. Click the ‘Edit’ button.

   The topics and questions for the selected audit display.

5. Select File → Save As.
6. Select ‘All’ or the specific location the new audit will be used to audit.
7. Type the name of the new audit.
8. Click ‘OK’. The new audit is saved.

   Click ‘Cancel’ if you change your mind. The new audit is not saved.

Customizing an existing audit

Once you prepared a custom audit, you can customizeit at any time.

1. Click the ‘Custom Audit’ icon on the Home window or select View → Custom Audit.

   The Custom Audit menu window displays.

2. Click the ‘3’ button on the menu.

   The ‘Customize an Audit you previously named or saved’ window displays.

3. Select the audit you want to customize, then click the ‘Edit’ button.
4. When you complete your changes, click the ‘Save’ button.

   Click ‘Return’ to return to the previous window.

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Adding questions to custom audits

After you select topics or work areas for your audit you can add additional questions to those topics.

1. Navigate to the Custom Audit window.
2. Under Step 2, click the Question radio button. Then click the 'Add' button below.

   The Add Topic dialog box displays.
3. **If you are customizing a work area audit**, click the 'Add' button located under the question box.

   If you are customizing a topic audit, click the 'Add Question' button.

   The Add Question dialog box displays.
4. Type the question you want to add.
5. Click 'OK'. The question is added to your audit.

   Click 'Cancel' if you have changed your mind. The question is not added.

Adding topics to custom audits

You can add topics to your custom audits by typing any name you want to use or by selecting subject names from the 29 CFR 1910 Master Index.

1. Navigate to the Custom Audit window. Display the audit you want to customize.
2. Under Step 2, click the Topics radio button. Then click the 'Add' button below.

   The Add Topic(s) dialog box displays.
3. **If you are customizing a work area audit**, do the following:
   - To add a topic to your audit from those that already exist in the program, click the 'Add from program' button, then select the topic.
   - To add a new topic to your audit, click the 'Create a custom topic' button, then type a name for the new product or select one of subjects covered in the 29 CFR 1910 regulations (master index).

   If you are customizing a topic audit, either type the name of your new topic or add a name by clicking one of subjects covered in the 29 CFR 1910 regulations (master index).
4. Click 'OK'. The topic is added to your audit.

   Click 'Cancel' if you have changed your mind. The topic is not added.

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Changing audit questions

For selected topics in your audit, you can change the text of any question whether it is Keller-provided or user created.

1. Navigate to the Custom Audit window. Display the audit containing the question you want to change.
2. Select the question you want to change.
3. **If you are customizing a work area audit**, click the 'Edit' button located under the question box.

   If you are customizing a topic audit, click the 'Edit' button.

   The Edit Question dialog box displays.
4. Click in the question box and type the new information over the old.
5. Click 'OK'. The question is changed in your audit.

   Click 'Cancel' if you have changed your mind. The question is not changed.

   Note: If you mistakenly change a question, you can change it back by clicking the 'Restore' or 'Restore Question' button then select the question and click 'OK'.

Removing questions from custom audits

You can remove questions from the topics you've selected for your audit.

1. Navigate to the Custom Audit window. Display the audit you want to customize.
2. Select the question you want to remove from the audit.
3. **If you are customizing a work area audit**, click the 'Remove' button located under the question box.

   If you are customizing a topic audit, click the 'Remove' button.

   The Safety Audit Customizer® opens a dialog box asking you to confirm the removal of the question.
4. Click 'Yes'. The question is removed from the audit.
5. Click 'No' if you have changed your mind. The question is not removed.

Removing topics from custom audits

You can remove topics with their questions from those selected for an audit.

1. Navigate to the Custom Audit window. Display the audit you want to customize.
2. Select one of the topics you want to remove from the audit.
3. Click the 'Remove' button.

   The Safety Audit Customizer® opens a dialog box asking you to confirm the removal of the topic.
4. Click 'Yes'. The topic is removed from the audit.

   Click 'No' if you have changed your mind. The topic is not removed.

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Spell checking your questions

You can spell check any of the questions you add or modify. You can access the Spell Checker from any Customize Audit window.

The spell checker checks each word in the question. At this point, one of two things happen:

If the spell checker does not find an error in the question, the next question appears in the 'Spell check' dialog box and the spell checker checks that question.

If the spell checker finds an error, it displays the 'Spell Check' dialog box, showing the error and its suggested replacement. Click 'Ignore' to continue without changing the error (for such words as names) or highlight the replacement word and click the 'Replace' button.

You can:

Click 'Ignore' to continue without changing the error (for such words as names).

Highlight the replacement word and click the 'Replace' button.
When the spell checker has checked the last question, that question remains in the dialog box.

Click 'OK' to return to the appropriate audit window.

Viewing regulations from the Customize Audit windows

The Safety Audit Customizer® contains 2,800 specific regulatory citations relevant to each Safety Audit question and makes them easily available for viewing. It also contains a link to the Keller-Soft Compliance Information Manager application, if installed on your computer. While viewing the regulatory citations you can easily open this application to view the entire regulation.

1. Navigate to the 'Custom Audit' window. Display the topics and questions for an audit.
2. Click the 'Show Regs' checkbox to see regulatory citations for checksheet questions.
3. Select a question, then click the 'Link to Regulations' button to view the portion of the regulation that the question relates to.

   The 'Regulations' dialog box displays.
4. If more than one regulation is listed, click a regulation to view the regulatory text.
5. If you have the Keller-Soft Compliance Information Manager installed on the same computer you are using to run this application, click the 'Regulations' button to launch the application and view the entire text of the selected regulation.
6. Click the 'Close' button to return to the customize window.

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Printing audit checksheets

You may print from many locations in the Safety Audit Customizer®. The 'Print' button works the same from every window where it is found. In addition a print command is found on the File menu.

1. Navigate to any create or customize window. This includes the Quick-Start Audit and Hazard Awareness Audit windows.
2. Click the Print button to print checksheets for the displayed audit.

   The 'Regulatory Information' message box displays. If you want to include regulatory citations for each question, click the 'Yes' button.

   The report is printed on your default printer.

   Note: You can also print blank audit checksheets from the Reporting and Analysis window.

Special Audits

Using the Special Audit

The Hazard Awareness Audit looks at all the different types of hazards that could be present in any work site and helps you evaluate the status of those hazards. This audit checksheet can be used to perform a comprehensive inspection of any work area in your facility.

1. Click the 'Hazard Awareness Audit' icon on the Home window or select View → Hazard Awareness Audit.

   The Hazard Awareness Audit window displays.
2. Click the 'Preview' button to view the topics and questions that make up the Hazard Awareness Audit. Click the 'Print' button to print the audit's checksheet to use as you perform the audit.
3. After you perform the audit click the 'Results Entry' icon on the Home window or select 'View → Results Entry to enter answers the audit's questions and any action items that resulted from the audit.

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Visi-Audit™

Creating a custom audit with Visi-Audit™

Visi-Audit™ is a way to graphically visualize your company's safety audit requirements with the context of an industrial facility. Users may navigate through the facility with their cursor, revealing audit topics and questions for various illustrations. By clicking the work areas and topics you can select what you want to include in your audit.

1. Click the 'Visi-Audit' icon on the Home window or select View → Visi-Audit.

   The Visi-Audit window displays. As you move your mouse pointer/cursor over the drawing, names of the rooms in the facility display. Also, if you click the 'Show areas highlighted' checkbox you can see the names of all of the areas on the diagram.

2. Click the area you want to audit.

   A diagram of the selected area displays. As you move your mouse pointer over the drawing, names of common industry hazards are displayed. Also, if you click the 'Show areas highlighted' check box, you can see the names of all the hazard areas on the diagram.

3. Click the area you want to audit.

   A list of topics is displayed. For a selected topic, questions are also shown.

4. Select the topic you want to add to your audit, then choose the 'Add topic to your Audit' button.

5. Click the 'Close' button to close the topic list.

6. Repeat steps 2 through 5 until you have added all of the topics you want to include in your audit.

7. If you want to customize the questions and topics you selected for your audit, click the 'Customize' button. See 'Customizing an Existing Audit' for more information.

8. Click the 'Finish' button to close Visi-Audit and save your new audit.

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Results Analysis

Results Entry

Entering audit results

After you prepare your audit, print the checksheets, and perform the audit, you are ready to enter your results. This process creates an electronic checksheet based on a prepared audit that you use to enter answers to questions and record action items for remedial tasks.

1. Either click the 'Results Entry' icon on the Home window or select View → Results Entry.

   The list of audits displays.

2. Select the name of the audit you used to perform the audit.
3. Click the 'Enter data' button.
4. If you are entering results for an audit you just created:
   a. Type a name or very brief description of the audit.
   b. Select the name of the auditor who performed the auditor.
   c. Select the date the audit was performed.
   d. Select the default answer you wish to appear for every question on the checksheet.
5. Select the work area and/or topic to display the questions you want to answer.
6. Click in one of the three checkboxes to the left of the question to enter your response. (Y=Yes, N=No, and NA=Not applicable.)
7. If you want to enter notes or tasks resulting from your findings, click the 'Actions' button.

   If you want to view regulations associated with a specific question, click the 'Regulations' button.

8. After all questions are answered, click the Return button.

Entering action items and notes

You can assign and track tasks and other remedial activities and enter notes for individual audit questions.

1. Navigate to the Results Entry window. Display the electronic checksheet.
2. Select the appropriate question, then click the 'Actions' button.

   The Action Items dialog box displays.

3. Complete the fields in the dialog box.

   Click 'Print' to print the action item information entered.

4. Click 'OK'. The action item is added to your audit.

   Click 'Cancel' if you have changed your mind. The item is not added.

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Viewing regulations from the Results Entry windows

The Safety Audit Customizer® contains 2,800 regulatory citations relevant to each Safety Audit question and makes them easily available for viewing. It also contains a link to the Keller-Soft Compliance Information Manager application, if installed on your computer. While entering responses to your checksheet questions you can view regulatory citations for many questions. Regulatory citations are not available for user-defined questions.

1. Navigate to the 'Results Entry' window. Display the appropriate audit.
2. Select a question, then click the 'Regulations' button to view the portion of the regulation that the question relates to.

   The 'Regulations' dialog box displays.
3. If more than one regulation is listed, click a regulation to view the regulatory text.
4. If you have the Keller-Soft® Compliance Information Manager installed on the same computer you are using to run this application, click the 'Link to Regulations' button to launch the application and view the entire text of the selected regulation.
5. Click the 'Close' button to return to the customize window.

Reporting and Analysis

Printing audit results

To print audit results, you can print an audit's electronic checksheet with the answers you provided.

1. Either click the 'Reporting and Analysis' icon on the Home window or select View → Reporting and Analysis.

   The Reporting and Analysis window displays.
2. Select the 'Audit Name' and 'Electronic Checksheet' Name you assigned the audit.

   You can select from the other reports and check boxes in this window to create a custom report.
3. Select the 'Audit Activity Report'.
4. To view the report, click the 'Preview' button.

   To print the report, click the 'Print' button.
5. To return to the Home window, click the 'Return' button.

Printing regulatory citations with checksheet questions

You may print regulatory citations that apply to each of the questions on your checksheet. Regulatory citations are only available for the questions that come with the program.

When you choose the 'Print' button or command to print checksheets, the 'Regulatory Information' dialog box displays. If you click 'Yes' or click the 'Always print the regulations' checkbox, regulatory citations will print with your checksheet questions.

Choosing the 'Always print the regulations' checkbox prevents the 'Regulatory Information' message box from displaying every time you print and includes citations with checksheet questions. To disable the automatic printing of citations, from the Settings menu choose Options and uncheck the 'Always print the regulations' checkbox.

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Deficiency tracking and comparison

There are two graphs you can display and print that reflect the number of deficiencies in your audits.

1. Either click the 'Reporting and Analysis' icon on the Home window or select View → Reporting and Analysis.

   The Reporting and Analysis window displays.

2. **To display and print a graph for a specific audit:**

   a. Select the 'Deficiencies over time' button.

      The Deficiencies over time window displays.

   b. Select the report option – 'Create graphs using Work Areas' or 'Create graphs using Topics.'

   c. Select the 'Audit' you want to analyze.

   d. Select the date range you want to include.

   To compare deficiencies of different audits:

   a. Select the 'Deficiency Comparisons' button.

      The Deficiency comparisons window displays.

   b. Select the report option – 'Create graphs using Work Areas' or 'Create graphs using Topics.'

   c. Select the audits you want to compare. Click the checkbox to the left of the audit name.

3. To print the graph, click the 'Print' button.

4. To return to the Reporting and Analysis window, click the 'Return' button.

Reporting and analysis options

There are numerous report options available for you to use to print audit results and analyze audit outcomes. You can print a report for a single audit or many. You can display deficiency graphs and print them too.

1. Either click the 'Reporting and Analysis' icon on the Home window or select View → Reporting and Analysis.

   The Reporting and Analysis window displays.

2. Select the 'Audit Name', 'Electronic Checksheet' Name and Date, and Person Responsible (Auditor), then choose a date range.

3. Select the report you want to print and click the checkbox(es) of the "Details to be included on report."

   Note: To print the checksheet with the answers you provided, select the 'Audit Activity Report'.

4. To view the report, click the 'Preview' button.

   To print the report, click the 'Print' button.

5. To return to the Home window, click the 'Return' button.

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PDA Setup Wizard

Using the PDA Setup Wizard

Use this window to get your handheld computers set up for use with Keller-Soft® Safety Audit Customizer®. If you use a handheld computer that runs Palm OS®, the Safety Audit Customizer® can save you even more time by loading checklists onto that handheld computer so that you can conduct paperless audits on site, and then load them back into your desktop computer for analysis and reporting.

1. Follow the directions to get your PDA set up correctly.
2. Click this button if you need to install components to your system.

   Click ‘Cancel’ and be returned to your previous location in the program.
3. Click ‘Next’ when you are ready to begin PDA setup.
4. Follow the on-screen instructions through the Wizard to get your PDA set up and ready to transfer information back and forth from your desktop.

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Administration

Company and Locations

Entering/changing company information

The Keller-Soft® Safety Audit Customizer® uses company information when completing safety audits. This information includes your company's name, address, and phone numbers. If your company has multiple locations, the company information is the mailing address of your corporate headquarters. *Note:* You can both enter the initial company information and make any changes necessary from the same window. When you need to make a change in existing information, just highlight the appropriate item and type over it, the changes are saved automatically. You will be asked for location information in another window, where you can enter specific information for each location.

1. Either click the 'Company & Locations' button in the Administration section at the bottom of the Home window or select View → Company & Locations.

   The Company Information window appears.
2. Complete all the fields in the window.
3. Do either of the following:
   - Click 'Location Information' to enter location information.
   - Click 'Finish' to close the window.

Changing company information

You can change your company information at any time. The change is immediately reflected in the Safety Audit Customizer®.

1. Either click the 'Company+Locations' button in the 'Administration' section toward the bottom of the Home window or select View → Company & Locations.

   The Company+Locations window appears.
2. Click in the field that you want to change and type the new information over the old.
3. Make any other changes, as necessary.
4. Click 'Finish' to save the new company information.

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Entering/changing location information

The location information consists of the name, address, phone numbers, and main contact person for each of your company's locations (if your company has only one location, the location information can be the same as the company information).

Note: When first installed, the Keller-Soft® Safety Audit Customizer® creates a default location for you, called Location #1. You should change this information to match the appropriate information for your company before proceeding to add any other locations.

1. Either click the 'Company & Locations' button in the Administrative section at the bottom of the Home window or select View → Company & Locations.

   The Company Information window appears.

2. Click the 'Location Information' button at the bottom.

   The Location Information screen appears.

3. Click the 'Add Location' icon above the location list.

   The 'Add Location' dialog box appears. Any locations that were entered in another Keller-Soft® application appear next to the 'Existing' option button.

4. At this point, do either of the following

   - Enter the name of the new location and click the 'OK' button.
   - Click on the name of the existing location that you want to add to the Safety Audit Customizer, then click 'OK'.

   Regardless of the action you take in the previous step, the Safety Audit Customizer® closes the 'Add Location' dialog box, clears all the fields in the Location window, and places the new location name in the Location Name field.

5. Complete the remaining fields.

6. Do one of the following:

   - Add another location.
   - Copy a location.
   - Delete a location.
   - Click 'Finish' to close the window.

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Changing location information

You can change location information at any time. The change is immediately reflected in the Safety Audit Customizer®.

1. Either click the 'Company+Locations' button in the 'Administration' section at the bottom of the Home Window or select View → Company & Locations.

   The Company+Locations window appears.

2. Click the 'Location Information' button at the bottom.

   The Enter Your Location Information window appears.

3. When the location information that you want to change appears, type the new information over the old. The new information is immediately reflected.

4. Do one of the following:

   - Add another location.
   - Change a location.
   - Copy a location.
   - Delete a location.

Changing the current location

If you have more than one location, you can prepare audits for individual locations. To do this, you must first add the locations, then from any of the four audit (preparation) windows you can use the Location drop-down list to switch to the appropriate location.

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Removing a location

You can remove any location, except the current location, at any time. The change is immediately reflected in the Keller-Soft® Safety Audit Customizer®. To delete the current location, make another location current, then follow the steps below.

Note: You cannot delete the current location.

1. Either click the 'Company & Locations' button in the Administration section at the bottom of the Home window or select View → Company & Locations.

   The Company Information window appears.
2. Click the 'Location Information' button at the bottom.

   The Locations window appears.
3. In the 'Location' list, click on the location that you want to delete.
4. Click the 'Delete a Location' icon.

   The Keller-Soft® Safety Audit Customizer® asks you to confirm that you want to delete the location and all of its associated data.
5. If the system asks "Are you sure?" click the 'Yes' button.

   The highlighted location is removed from the list.
6. Do one of the following:
   - Add another location.
   - Copy a location.
   - Click 'Finish' to close the window.

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Exporting location data

The Export/Import functions on the File menu of the Keller-Soft® Safety Audit Customizer™ allow you to move location information and records from a remote location to a central location.

1. The available locations are displayed with a checkbox for each one. Check the location you want to work with.

   The current path is displayed in the Path: box. *Note:* The location data will be saved to the system location shown, unless you navigate to a different location. The data will be saved by default as Export50.mdb, as a Microsoft® Access database.

2. Click 'OK' when you have made your selection from the locations. *Note:* You may select any or more of your locations.

   Click 'Cancel' to be returned to your previous location in the program.

3. Click 'Help' to obtain assistance on the current operation.

   You may also click F1 at any time to open the on-line Help system.

4. Click 'Browse' if you want to navigate to a new location on your system.

Importing location data

The Import function on the File menu of the Keller-Soft® Safety Audit Customizer® allows you to move location information and records from a central location to a remote location.

1. Select File ? Import.
2. Navigate to the central location directory and highlight the Export50.mdb file (or whatever the file name is).
3. Click 'Open'.
4. Click 'OK' when the 'Import Complete' dialog box appears.

Employee Recordkeeping

Employee Information and Recordkeeping

An important part of your audit process is to track who performed the audit and any action items that result from your audits. This can only be accomplished if employee information is entered in the application.

Click the 'Employee Recordkeeping' button on the Home screen or select View → Employee Recordkeeping to open the window where you can work with various aspects of employee tracking. Each of the elements will be discussed in a separate section of its own. See the individual sections for complete details.

Sections will describe how to:

- add and/or delete employee records,
- modify existing employee records
- import an employee list,
- work with employee job titles, and
- print employee reports.

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Adding an Employee

You can add employees as you need to in Safety Audit Customizer®. To do so, use this procedure:

1. Either click the 'Employee+Recordkeeping' button in the 'Administration' section at the bottom of the Home window or select View → Employees+Recordkeeping.
2. The Safety Audit Customizer® opens the 'Employees' window.
3. Click the 'Add' button.

   An 'Add Employee' dialog box appears.
4. Work through the fields in the dialog box, adding as much information as you wish on the employee you are adding.

   Note: The only "required" field besides the name is the 'Employee ID' to provide a unique identifier.
5. When you have entered all the appropriate information, click 'OK' and the new employee will be added to the list.
6. The 'Add Employee' dialog box closes and you return to the 'Employees' window. You can continue to add more employees if you wish.

Assigning employee job titles

You can add as many employee job titles as you require for your company's operation. Depending upon the size and complexity of your business, you may have many job titles set up or only a few. Once you have your list of job titles set up, assigning them to employees can be done easily.

1. Navigate to the Employees window.
2. Highlight the employee to whom you wish to assign a job title.
3. Check the box of the appropriate job title(s) you wish to assign to the selected employee.

Adding employee job titles

You can add as many employee job titles as you require for your company's operation. Depending upon the size and complexity of your business, you may have many job titles set up or only a few. Adding new job titles can be done easily.

1. Navigate to the Employees window.
2. Click the 'Add' button in the 'Job Title for' field.

   The 'Add Job Title' dialog box appears.
3. Enter a job title and click 'OK'.
4. Add as many additional job titles as you wish, clicking 'Add' each time you have another title typed into the 'New Job Title' field.

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Removing employee job titles

You can remove employee job titles from Keller-Soft® Safety Audit Customizer®, providing they are not assigned to any employees.

1. Navigate to the Employees window.
2. Select the job title name you want to remove from the list of available job titles.
3. Click the 'Delete' button.
4. A confirming dialog box appears. Click 'Yes' to confirm your wish to delete the job title.
5. One of two things will happen:
   - If no employees are assigned to the job title, it will disappear from the list of available job titles immediately.
   - If employees are assigned to it, Safety Audit Customizer opens a dialog box telling you who the employees are that have that job title assigned to them.
6. Find the employees who are assigned the job title you wish to delete, and reassign them to another job title.
7. Go back to the Employee window and select the job title again and click the 'Delete' button.

   Keller-Soft® Safety Audit Customizer® removes the job title.

Importing employee data

The import function will allow you to easily bring in an existing employee list, provided the file is set up in a specific manner. The specifications for import files follow below. Lists must include commas as field separators. Maximum sizes for the various fields are also listed. When a comma is detected, the program goes to the next field. *Note:* Field number one (location) is the numerical identifier for a location's position found when you open your drop-down list of locations, e.g., first on list is #1, etc.

Import Employees

File Format

Text file *.txt

Comma Separated *.csv

Field separator

Comma

Field	**Length**
Locationkey (must be numeric)	4
Employee Code	11
Firstname	15
MiddleInitial	1
Lastname	20
Company	30
Phone	20
Phone2	20

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Email	28
Address1	30
Address2	30
City	20
State	2
Zip	10
Hire Date	14

Follow this procedure to import a file.

1. Click the ‘Import’ button in the ‘Employees’ window.

   The ‘Import Employee’ dialog box appears. Read the disclaimer and click ‘OK’.

2. Choose the appropriate folder where your import *.txt or *.csv file is located. Highlight the file and click ‘Open’.

3. The employee data will import into the program.

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Deleting an employee

You can delete an employee at any time. Be careful, you can delete employees that are assigned to action items or that might be assigned to other tasks in other Keller-Soft® applications. To do so, use this procedure:

1. Navigate to the 'Employees' window.
2. Click the 'Delete' button with the employee you want to delete selected.

   Safety Audit Customizer® asks you to confirm your selection.
3. Click 'Yes' to confirm deletion

   Click 'No' to cancel and return to the 'Employees' window.

   Note: You cannot delete employees who are either assigned auditors or responsible persons.

Viewing/printing employee reports

You may view and print a report listing the employees you've added to the Safety Audit Customizer® or other Keller-Soft® product.

1. Navigate to the 'Employees' window and find 'Employee Reports'.
2. Click the 'View' or 'Print' button.
3. The 'Print' button will send the report directly to your default system printer.
4. The 'View' button will allow you to preview the report on your monitor. If you wish to print the report, click on the printer icon on the View/Print toolbar at the top of the window.

   A Print dialog box appears. Click 'OK' when you have set the parameters for what you want to print.

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Backing Up and Restoring Program Data

Backing up the Safety Audit Customizer

Use the Backup feature to backup the data for all the locations in the Safety Audit Customizer®. This process only backs up the data files, not the program files.

1. From any window, select File → Backup Database.
2. After a few seconds a dialog box will appear saying "Database backup successful! Application databases have been backed up to C:\jjka\50KS\Backup folder." (or wherever you have the program installed, if different).
3. It is strongly recommended that after the database backup is complete you copy the entire backup folder to a location somewhere other than your local drive. This will ensure the safekeeping of the data in case of hard drive failure.
4. Click 'OK' to return to the window you were viewing when you began the backup.

Restoring the Safety Audit Customizer

Use the Restore feature to restore data for all the locations in the Safety Audit Customizer®. **Use this feature with caution.** When you restore a backup, you are overwriting all the data for all locations currently in the program. **Any data entered after the last backup was performed will be lost.**

1. Locate the backup folder that contains the backed up database files. (It should contain 11 files.)
2. Highlight and copy the 4 files (db50.mdb, db50PDA.mdb, db50rpt.mdb, db50usr.mdb)
3. Find the default directory for the Safety Audit Customizer (default is C:\jjka\50ks) and paste the files overwriting the current versions with the backed up ones.
4. Highlight and copy the 7 remaining files (DBCal60.MDB, DBGenV60.mdb, DBUsrV60.mdb, jjosdict.mdb, jjshshr.mdb, jjtstran.mdb, KSUtil.mdb.
5. Find the default KSOFT32 directory for the Safety Audit Customizer (default is C:\jjka\ KSOFT32) and paste the files overwriting the current versions with the backed up ones.
6. Click 'OK' to return to the window you were viewing when you began the restore.

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Exporting audit data

Exporting safety audit data

You can export safety audit data from the Safety Audit Customizer® in several formats. Rich text format is recommended because it preserves the Safety Audit Customizer® formatting. Rich text format is compatible with most word processors, where you can perform for further editing and formatting.

1. Preview a report showing the information you want to export, then click the 'Export' icon on the Print Preview window's toolbar.
2. The 'Export' box appears asking you to choose the format to save the file and its destination. It is recommended that you choose Rich Text and Disk File. Click 'OK'.
3. The 'Export Options' box appears asking you to select a page range. Select and click 'OK'.
4. Select the drive and directory where you want to store the exported file.
5. Click in the 'File Name' field and type the name that you want the file to be stored under.
6. Note the name of the file and its location and store the note in a safe place. You'll need this information when opening the plan in your word processor.
7. Click 'Save'.

   The Safety Audit Customizer® stores the file at the location you chose and returns you to the Preview window.

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Keller-Soft® Calendar

Working with the Calendar

The Calendar is a useful tool that is available across many Keller-Soft® applications. It has its own Help system. You will be able to get information on its operation easily from within it.

A major benefit of using the Keller-Soft® Calendar is that items you enter anywhere in the applications appear on the calendar, with appropriate identifiers so you can easily track them.

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